

Keeping You Safe



The safety of our guests and of our teams is our biggest priority. We are constantly reviewing advice coming from the Government and the WHO to create a safe space for socialising. This is only possible with cooperation from everyone and we ask that you do your bit too, follow signage and team instructions and have a great time, as always!

Our teams have been fully trained to keep the environment safe. They have been amazing before, during and since the lockdown. They are as determined as we are to give you the best experience possible, even better than before, whilst you can relax and enjoy socialising again with your friends. Here are a list of our most frequently asked questions and our current answers. This document will be reviewed and updated weekly.

Q&A

Q: Will you have extra hand washing facilities?

A: Yes, we have hand sanitising stations inside the entrance, at the exit, outside the toilets and throughout the venue. We ask that you use these when entering, exiting the toilets and any time you need to leave your table.

Q: Do I need to wear a face mask when coming to your venue?

A: You do not have to wear a face mask to enter the venue, but if you choose to for your own safety, we completely support and remain sensitive to everyone's way of dealing with the current situation and way of life.

Q: Do I have to book a table to be able to visit?

A: You are not required to book, but it is highly recommended. With reduced capacities, the chance of having to queue outside is increased, especially on busier nights. You will also get access to the best package deals. You can book a table, or a ticket for one of our new events online or over the phone.

Q: How easy will it be to come to your venue and if it gets too busy, how will I get in?

A: Booking in advance is always recommended. If you come without a reservation, we will be able to inform you at the door if we have a table available. When at our reduced capacity, we will operate a one table out, one table in policy, managed by our team.

Q: Can I order drinks at the bar?

A: Not currently, no. There will be access to a digital menu at your table, and a means for ordering and paying. Your drinks will be brought to you as quickly as possible by a member of our team.

Q: How are you going to manage social distancing?

A: We have conducted thorough risk assessments and given Industry-leading training to our teams to ensure physical distancing is as easy and natural as possible. We have implemented a reduced capacity, one way entrance and exit, table service and optimised table spacing. Keeping the required distance will be the responsibility of all of us though.

Q: How will you be accepting payments?

A: We will no longer be accepting cash as a precaution. You can pre-pay for lots of items at the point of booking and pay via card inside the venue. Contactless payments are encouraged wherever possible.

Q: What should I do if I see something I'm concerned about?

A: Please let us know! We are committed to all of the measures we have in place and we need everybody to be vigilant and help keep each other safe, like many crises before. We'll listen and adapt quickly as necessary.